



## Nexion Procedures for Doctors Practice

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### **In Room Payments (Reception Staff)**

- Process CARD transactions
- Process CASH transactions
- Process MOBILE transactions

Non-integrated users will need to process transactions on Nexion and post payment to billing system. Integrated users will process transactions and payments will automatically be posted to billing system.

### **End of Day/ Check your work. (Reception Staff)**

At the end of every day verify that your Nexion Receipt book is in balance with your Billing system.

- Determine the amount transacted on Billing system for a selected date range for Cash and Card.
- On Nexion under the select “Check your work” button – and then the “Auto Recon” button
- Select receipt books you are reconciling
- Select the same date range as your billing system that you are checking work for.
- Enter the amounts for cash and card from Billing system from step above and click next.
- If there is a difference, click on “Generate Excel Spreadsheet” and identify differences.
- Fix any errors – and recheck work until you are in balance (except for explainable/allowable differences)

Possible causes for differences might be:

- If Nexion is higher than billing system – you have probably processed a payment and not posted payment to billing system.
- If billing system is higher than Nexion – there might have been a payment posted to billing system and not process the payment on Nexion.
- You might have processed a refund.

### **End of day Cash handling**

At the end of each day determine the “Current Till content” report for each Doctor and Verify that amount on report matches amount in the till.

There are three options to Cash handling in the Practice

#### **(A) Depositing cash into bank account.**

- Process “Deposit Cash and Cheque” on Nexion will change status from pending to paid and attach correct deposit date to all transactions.
- Print Deposit Record report generated.
- Doctor to sign on Nexion deposit Slip or attach bank deposit slip.
- NB Petty cash to be handled separately from your till

**(B) Dropping Cash in Safe**

- Process “Deposit Cash and Cheque” on Nexion will change status from pending to paid and attach correct deposit date to all transactions.
- Print Deposit Record report generated.
- Drop Cash in Safe
- Senior staff to collect cash and attach bank deposit slip.

**(C) Giving Doctor Cash.**

- Process “Deposit Cash and Cheque” on Nexion will change status from pending to paid and attach correct deposit date to all transactions.
- Print Deposit Record report generated.
- Doctor to sign on Nexion deposit Slip

**Debt Collection and Online Payments**

Nexion has a variety of tools to assist with Debt Collection. You can also use these tools for any needs to collect funds from a patient whether it be a deposit or settling of an account.

- Use your Age Analysis or Debt collection report to send out multiple online payment links on Nexion. NB ensure all patients email addresses are loaded and up to date.
- Online Web Payments (Masterpass and Zapper)
- Online Debit Orders
- Pre-authorizations -

**Practice Manager/ Bureau/Head Office**

**Processing payments from the Bank Statement**

We Recommend Dr to open separate Bank account and provide online access to their bank statements in CSV. Alternately provide CSV format bank statements at least once a week.

**EFT**

- Integrated Users will process EFTs payments from bank statement on billing system using integration.
- Non-integrated users to upload EFT transactions from bank onto Nexion.

**Medical Aid (All users)**

- Upload Medical Aid transactions from bank statement onto Nexion.
- Process ERAs or Remittance advice on Billing system.

## Check your work.

From time to time, verify that your Nexion Receipt book is in balance with your Billing system.

- Determine the amount transacted on Billing system for a selected date range for Eft and Medical aid.
- On Nexion under the select “Check your work” button – and then the “Auto Recon” button
- Select receipt books you are reconciling
- Select the same date range as your billing system that you are checking work for.
- Enter the amounts for cash and card from Billing system from step above and click next.
- If there is a difference, click on “Generate Excel Spreadsheet” and identify differences.
- Fix any errors – and recheck work until you are in balance (except for explainable/allowable differences)

Possible causes for differences might be:

- If Nexion is higher than Billing system—cash and card staff have probably processed a payment and not posted payment to Billing system.
- If Nexion is higher than your Billing system – EFT – Check that you are reconciling using with statement date or receipt date.
- A refund was processed.

## Daily/weekly Tasks


- Reconcile Bank Statement too Nexion Bank Recon report
- Check that all Cash deposits were processed with Nexion deposit history report and match deposits on bank statement.
- Use Nexion reports to determine any online payments were paid and post to Billing system.
- Check card pre authorizations – valid for 1 week from obtaining.
- Billing – Check that billing matched expected activity in the practice.
- Journals – Check that all journal credits (discounts/ reversals) are authorized.
- Age analysis – Take proactive steps to collect debt with Nexion debt collection tools.
- Unallocated receipts – review all transaction types that were not posted/allocated to your billing system.
- Follow up with medical aids if no remittance was received for medical aid.
- Follow up on all unidentified EFTS.

**Alerts and Subscriptions**

Each Dr and Staff can set their own alerts on Nexion standalone to receive the following:

NEXION ALERTS & REPORT SUBSCRIPTIONS (45)

DESTINATION EMAIL:

RECEIPT BOOK:  

INCLUDE WEEKENDS & HOLIDAYS FOR ALERTS

RECEIVE RECEIPT BOOK RECON REPORT  EVERY DAY  EVERY WEEK  EVERY MONTH

RECEIVE BANK ACCOUNT RECON REPORT  EVERY DAY  EVERY WEEK  EVERY MONTH

ALERT ME WHEN THERE HAS BEEN NO AUTO RECON FOR  DAYS

ALERT ME WHEN THERE HAS BEEN NO SUCCESSFUL CARD TRANSACTION FOR  DAYS

ALERT ME WHEN THERE HAS BEEN NO SUCCESSFUL CASH TRANSACTION FOR  DAYS

ALERT ME WHEN THERE HAS BEEN NO SUCCESSFUL EFT TRANSACTION FOR  DAYS

ALERT ME WHEN THERE HAS BEEN NO SUCCESSFUL MEDICAL AID TRANSACTION FOR  DAYS

ALERT ME WHEN THERE HAS BEEN NO CASH UP FOR  DAYS

ALERT ME WHEN CONTENT OF TILL EXCEEDS R  (ALERT TRIGGERED MIDNIGHT)

ALERT ME WHEN A CASHUP IS DONE AND SEND ME A COPY

ALERT ME WHEN AN AUTO RECON WAS INITTIATED AND SEND ME THE SUMMARY

ALERT ME WHEN A REFUND IS PROCESSED AND SEND ME A COPY

ALERT ME WHEN A DEBIT ORDER PAYS OUT

NOTE: A notification email will be sent to the Destination Email address upon modification

**CLOSE** **SAVE**